

Refund of Fees for International Students

Policy

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Related policies and documents:	Student Fees, Charges and Refund Policy Refund of Fees (International) Procedure Cancellation of Enrolment Form International Students Application for Release Policy Student Complaints, Grievances and Appeals Policy Student Complaints, Grievances and Appeals Procedure International Student Refund Request Form

Purpose

To ensure that William Angliss Institute (WAI) complies with provisions under the Education Services for Overseas Students (ESOS) Act 2000, the National Code 2018 and Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) requirements.

To ensure that WAI implements a fair and equitable refund policy for international students and intending international students who have made payment to undertake a course of study at WAI in Melbourne/Sydney.

Policy

Refunds due to William Angliss Institute default

William Angliss Institute will refund all pre-paid fees paid by an international student or intending international student within two weeks of the default in relation to a course if:

- WAI fails to deliver the course on the agreed start date; or
- The course ceases to be provided by WAI after it starts and before it is completed; or
- The course is not provided in full because a sanction has been imposed on WAI by Australian government agencies; and the student has not withdrawn before the default day.

WAI will report a provider default via PRISMS within 3 business days to the Secretary (or delegate) and Tuition Assurance Scheme, and default outcome within 7 days.

WAI discharges its obligation to refund where a place in an alternative course is arranged at WAI's expense, and the offer is accepted by the student in writing.

Refunds due to visa refusal

WAI will refund all pre-paid fees and unused tuition fees less an administrative fee of no more than 5 per cent of the tuition fees paid or \$500 (whichever is the lesser amount):

Table 1:

Reason for Refund	Evidence Required
A student visa application is rejected, or visa renewal is refused before course commencement	Copy of the official visa refusal letter from the Department of Home Affairs

Partial Refunds due to student default – refund less AUD\$750 administrative fee

WAI will refund all unused tuition fees less AUD\$750 administrative fee paid by an international student or intending international student. Partial Refunds are also subject to recovery of outstanding student debts such as library fines, late fees etc. Partial Refunds are considered for the following reasons which are classified as Student Default:

Table 2:

Student Default	Evidence Required
Course Withdrawal with 28 days' notice prior to course commencement.	Course Cancellation Form
Serious Illness or medical condition that prohibits student from studies.	Officially certificated copy of medical certificate establishing dates of illness.
<p>A student withdraws and returns home due to exceptional and extenuating circumstances of a compassionate nature such as:</p> <ul style="list-style-type: none"> ▪ Severe illness in the immediate family. ▪ Student returning home due to bereavement of close family members such as parents or grandparents. ▪ Major political upheaval or natural disaster in the home country requiring student's emergency return. ▪ Traumatic Experience that impacted their studies which could include: <ul style="list-style-type: none"> ○ Involvement in or witnessing of an accident. ○ A crime committed against the student. ○ The student has been a witness to a crime, and this has impacted on the student. 	<ul style="list-style-type: none"> ▪ Proof of relationship (such as birth certificate) and medical certificate ▪ Proof of relationship (such as birth certificate) and death certificate ▪ Course Cancellation Form Documented Evidence -Examples: <ul style="list-style-type: none"> ○ Police Report ○ Psychologists' reports
Course Withdrawal due to failure to meet Offer Letter conditions.	Course Cancellation Form and Progress/Attendance Report from preliminary course as per conditional offer letter.
Failure to meet course academic progress rules and are not permitted to re-enrol in the subsequent course or study period.	Academic Progress Committee Outcome
A deferment request is received before census date.	Approved Deferment Form

No Refunds due to student default or WAI Cancellation of Enrolment (excluding visa refusal)

WAI will not refund any money paid by an international student or intending international student in relation to a course as outlined below:

- The student withdraws from the course less than 28 days before the scheduled course start date or after the course has commenced.
- The student fails to enrol and/or commence the course after the scheduled start date.
- The student withdraws from the course and returns to their home country without recognised and approved exceptional or extenuating circumstances.

- The student breaches any condition of their student visa, misbehaves, or breaches any enrolment condition.
- The student is granted permanent residency or another visa during the semester.
- WAI cancels the student's enrolment due to failure to meeting entry requirements because of fraudulent documents or misleading information provided during the application process.
- A deferment request is submitted after the census date.
- A deferment or leave of absence is not approved. (Where a Leave of Absence is approved by WAI for "compassionate & compelling" circumstances, any pre-paid and unused tuition fees will be transferred to the next study period. Transferred fees are non-refundable and subject to a no further transfer condition).
- Deposits for the principal course are non-refundable, except in the case of a student visa refusal.

Calculation of Unused Tuition Fees

Partial refunds are only provided for unused tuition fees, minus \$750 administration fee.

Calculation of Unused Tuition Fees:

Unused fees = (Tuition fee paid \div Study Period weeks) X (Study Period weeks – Weeks attended*)

*Part weeks will be rounded up to the end of that calendar week. Attendance is calculated until the date the enrolment is ceased.

Example: A student pays \$10,920 for first semester fees in a VET program (18 weeks total) and is eligible for partial refund after attending 2 weeks:

Unused Fees = (\$10,920 \div 18) x (18 weeks - 2 week) = \$9,706.72

Refund Payable = \$9,706.72 – \$750 (admin fee) = \$8,956.72

Table 3:

Program	Study Period	Study Period Weeks
VET (Cert./Diploma/Adv. Diploma)	One Term	9 weeks
VET (Cert./Diploma/Adv. Diploma)	One semester	18 weeks
HE (Bachelor/Masters)	One semester	12 weeks

Refund of Overpaid Fees

Students who have paid their fees up front and then make amendments to their enrolment that result in 'overpayment' may choose to have this credit balance fully refunded to them or transfer the amount to the next study period.

Refund of Overseas Student Health Cover (OSHC) Premium

Offshore students who have visa rejection or withdraw their course 28 days before course commencement, can have their prepaid OSHC premium fully refunded by submitting an *Application for Refund* with William Angliss Institute.

Students who have arrived in Australia and apply for refund of Overseas Student Health Cover (OSHC) premium will be subject to the designated OSHC Company's refund policy and procedures. This Application should be made directly to the OSHC provider.

Alternative Tuition Arrangements

WAI may arrange, at the discretion of WAI, for another course, or part of a course, to be provided to an international student or intending international student as an alternative to refunding course money.

Should an international student or intending international student agree to accept the alternative course to receiving a refund of course money, William Angliss Institute is no longer liable to refund the student money owed for the original enrolment.

Refund requests

Apart from instances of provider default where no Application for Refund is required, an international student or intending international student must make a claim for a refund by completing and submitting the International Student Refund Request Form to:

**Manager – International Office
William Angliss Institute
555 La Trobe Street
Melbourne 3000
Australia**

The claim must identify the reason for the refund and must include supporting evidence or documentation according to Table 1 or 2 as listed above or as request by the International Office.

Students, who have been granted a student visa and decided to return home or not to come to Australia, will need to show proof that they voluntarily cancelled their student visa before refund of tuition fees can be processed.

The request must be signed and dated correctly by the student. Signature of the request must match the student's signature on the application form and the Acceptance Agreement and/or other documents provided to WAI. The date of notification of the request for a refund is from the date the request is received at the International Office.

The student must show proof that the tuition fees had been paid in full at the time the refund request is made, and all debts (such as library fines and late fees) have been paid in full to WAI before refund request will be processed.

Payment of Refunds

A refund due to provider default will be paid within 2 weeks of the default day.

A refund due to student default will be paid within 4 weeks of the default day provided all the required forms and evidence have been submitted and approved.

Refunds will be paid directly to the student or the person nominated by the student. The refund will be calculated in the currency of the country the bank account is held in and the exchange rate will be determined on the day of the transaction.

The provision of a refund from William Angliss Institute does not guarantee the issue of a release letter and conversely the issue of a release letter does not guarantee the eligibility for refund. Refer to *International Students Application for Release Policy*.

Appeals Process

Please refer to WAI's *Student Complaints, Grievances and Appeals Policy and Procedure*.

A student who is refused a full refund or partial refund or any refund under the William Angliss Institute Refund Agreement may appeal within 10 business days.

Resolution Processes

The **Acceptance Agreement** that the student signed and William Angliss Institute's dispute resolution processes (Student Complaints, Grievances and Appeals Policy and Procedure) do not stop the student's right to pursue other legal remedies or to take action with the Ombudsman and/or under Australia's consumer protection laws.

Non-compliance

Established breaches of the WAI's Refund of Fees for International Students Policy and any associated procedures will result in disciplinary action and may lead to dismissal.